



STATE OF DELAWARE
THE PUBLIC SERVICE COMMISSION
861 SILVER LAKE BOULEVARD, SUITE 100
CANNON BUILDING
DOVER, DELAWARE 19904

FOR IMMEDIATE RELEASE
February 27, 2009

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PUBLIC HEARINGS SET FOR VERIZON SERVICE QUALITY

On August 19, 2008, on its own motion, the Delaware Public Service Commission ("the Commission") opened a docket to review the service quality performance of Verizon Delaware LLC ("Verizon"). (PSC Docket No. 08-194). The Commission established this docket to investigate the efficiency, sufficiency, and adequacy of Verizon's basic services provided to customers over its copper facilities and to consider whether Verizon has met, and will in the future comply with, the objectives and reporting requirements set forth in the Commission's Regulations, including but not limited to a review of the customer service practices utilized by call center customer service representatives.

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A Hearing Examiner will conduct public comment sessions at the following times and locations:

| DATE | TIME | LOCATION |
|------------------------------|---------|--|
| Monday, March 9, 2009 | 7:00 PM | Carvel State Office Bldg. The Auditorium Mezzanine Level 810 N. French Street, Wilmington, DE 19801 |
| Tuesday, March 10, 2009 | 7:00 PM | Public Service Commission Hearing Room 861 Silver Lake Blvd. Dover, DE 19904 |
| Wednesday, March 11, 2009 | 7:00 PM | Delaware Technical & Community College Jack F. Owens Campus "The Theatre" Arts and Science Center Georgetown, DE 19947 |

Public Comment Sessions are for the purpose of receiving statements from customers concerning the service being provided by Verizon over its copper facilities. The Commission does not regulate wireless services. Consequently, it will not entertain comments on such services. In addition, because this docket is limited to service issues from Verizon's copper facilities, the Commission will not consider comments regarding service

over Verizon's FiOS facilities. Anyone who plans to attend a Public Comment Session is cautioned to consult the Commission's Website on the day of the respective session for cancellation of or changes in the time, place or date of the event. People who wish to comment on Verizon's service quality over the copper facilities or who would like to share their experiences regarding Verizon's service, but are unable to attend one of the public comment sessions, may file written comments with the Commission no later than June 30, 2009.